

# QUICK CLAIMS GUIDE

## CAPITAL ADMINISTRATIVE PROFESSIONALS

### HOURS OF OPERATION

**CAP** Claims Department is staffed by an experience group of former Certified Technicians, Parts Professionals, and Service Mangers, available from 8:00am to 6:00pm EST, Mon-Fri.

If reaching our offices outside these hours, please leave a detailed message for a prompt return call.

### FILING A CLAIM

Claims may be filed by Phone, Fax, or Email.

#### PHONE

**888.785.9736**

#### FAX

**888.843.9198**

#### EMAIL

**claims@capadminpros.com**

### INFORMATION TO HAVE READY

When initiating a claim, please have the following information available:

- Contract number or VIN
- Customer name
- Customer address & phone number
- Vehicle make & model
- Vehicle mileage
- Repair order information
- Diagnosis of concern(s)
- Estimate for repair
- Maintenance records (as applicable)

Our claims agent will verify the contract is in force, confirm coverage, and issue a claim authorization amount and approval code for covered claims. If additional information is required, the claims agent will provide additional details.

### CLAIM REIMBURSEMENT

Approved claims may be submitted for reimbursement by Credit Card (preferred) or Check:

#### FAX

**888.843.9198**

#### EMAIL

**claimpayment@capadminpros.com**

Be sure to include:

- Repair Order / Invoice
- Vehicle information and mileage
- Rental, towing, or sublet invoices
- Consumer's name, address, phone number
- Itemized parts & labor
- Authorization code

*Prior Approval is Required on all claims*

